



DEVELOPMENT PROJECT COORDINATOR

Purpose:

To actively support and uphold the City's stated mission and values. The Development Project Manager is responsible for coordinating the processing of complex projects through the development system beginning with the first submittal to the Building Safety Division through final inspection and issuance of a Certificate of Occupancy. The Development Project Manager serves as the direct, single point of contact for customers on assigned development projects. In addition, the Development Project Manager provides creativity, innovation, flexibility and facilitation to provide the highest level of service to the Department customers, both internal and external.

Position Information:

The role of a Development Project Manager in the City of Tempe is to provide the best building safety services possible with an emphasis on excellent customer service.

The Development Project Managers must use their exceptional process and code knowledge to the benefit of all that they come in contact in the course of their work. In this sense the Development Project Manager's customers include such people as the building owner, business owner, architect, engineer, superintendent, permit technician, plan reviewer, tenant, resident etc. (stakeholders in the construction process or in the use of a finished building are to be considered customers).

Supervision Received and Exercised:

Receives direction from the Deputy Development Services Manager of Building Safety.

Provides supervision to technical and administrative staff.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It

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does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Facilitate the highest level of quality customer service to department customers in the most courteous and facilitating manner possible.
- Advise, consult and provide information to the Building Safety Deputy Development Services Manager regarding new approaches to simplify, enhance and facilitate the delivery of the Department's services.
- Supervises the day-to-day activities and reviews the work of staff involved in providing services to Tempe customers.
- Proactively resolve difficult and sensitive inquiries, complaints and requests for services from citizens, developers, architects, engineers, applicants, housing clients and landlords in an open and creative manner.
- Communicate and work in partnership with and provide information to the development community and the public regarding development projects.
- Guide developers through the development process; oversee projects to ensure compliance with all applicable City codes and ordinances, state and federal law; establish control systems to ensure timely and effective project implementation.
- Proactively monitor progress of projects from time of submittal to Building Safety through final inspection approval and issuance of Certificate of Occupancy.
- Schedule meetings between appropriate staff and project developers, owners, and design professionals to explain process flow for specific projects.
- Assigned as lead staff member for Permits+ development. Recommend changes, upgrades, interface with new programs, and information migration.
- Participate in documenting processes within manuals, SOPs, and handouts.
- Participate in the implementation of process and computer program training for staff members.
- Assemble and direct appropriate multi-disciplinary teams.

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- Participate in establishing and maintaining plan review timetables and schedules.
- Maintaining official records related to meetings, issues resolution, and decisions.
- Participate in updating lists of active projects and their current status.
- Recommends plan review staff assignments and ensures assignments are carried out in a timely manner.
- Help mediate any unresolved issues arising between City staff and the customers.
- Identify the required steps in the process and ensure that those steps are communicated to customer so as to minimize or eliminate delays.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of full-time administrative experience in municipal planning, code administration, private development including two years supervising those implementing the development process. Experience must include the review of residential or commercial projects for compliance with applicable codes and regulations including the International Building Code (IBC), zoning, engineering, water and sewer, or other land development requirements.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in urban planning and design; architecture; engineering; public or business administration; construction management; or a related field.

Licenses/Certifications:

Possession of, or the ability to obtain, a valid Arizona driver's license.

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This position is included in the City's classified service pursuant to City of Tempe Personnel Rules & Regulations, Rule 1, Section 103.

Job Code: 7152

FLSA: Exempt